Abandoned Calls: Call takers can quickly ring back an abandoned call from xT911. Abandoned calls are 911 calls in which a caller disconnects before a call taker answers the call.

Abandoned calls can be displayed two ways. If there is only a single abandoned call from a specific Call Back # then the abandoned call will be displayed in **Active Calls,** as shown here.

Abandoned calls are grouped if there are two or more abandoned calls from a specific Call Back #. Grouped calls will be displayed in **Active Calls,** as shown here.

Abandoned calls remain in the **Active Calls** panel until they are called back or manually cleared without a call back.

To Call Back and Abandoned Call
- Highlight the call and click on **Ringback Call**, or right-click and select **Ringback Call**

To Manually Clear a Call
- Click the white "x" icon xT911 tracks which agent clears or rings back an abandoned call.